

ELEMENT 6: OVERFLOW EMERGENCY RESPONSE PLAN

Operation Procedure

1. Assess situation.
2. Locate problem that caused spill.
3. Contact The Following Persons
 - a. Senior Maintenance Worker/Supervisor
 - b. Superintendent (Robert Sgambati cell **408-644-6709**)
 - c. DOT Engineer (Phil Lee cell 408-893-5469 home **650-xxx-xxxx**). If after hours, contact SJ20 @ **277-8956** or Duty Supervisor.
4. Call in additional crews for support.
5. Contact Pump Crew Supervisor (**343-3102** or cell **858-2889**). Dispatch pumps and/or vactor, plugs if needed.
6. Review attached sheet with cleanup procedures mandated by the South Bay Watershed Management Division.
7. Locate affected waterway, i.e. creek or river.
8. Assign a crew to dam waterway, i.e. sandbags.
9. Assign a crew to clear problem, i.e. plugged main.
10. Assign a crew to post/barricade “sewer spill” signs to warn general public
 - i. to keep out. If raw sewage signs are not available, direct crews to use
 - ii. the backside of other signs. Use thick, black marker to write “Warning:
 - iii. Raw Sewage Spill – Keep Out” and date of spill on signs
11. Fill out Sanitary Sewer Overflow form. Turn in completed form to Supervisor

NOTE: In order to clarify the multiple levels of notification, certification, and reporting, the communication requirements for SSOs are summarized in the table below.

Communication Type	Agency Being Contacted	Time Requirements	Method for Contact
1. 2 Hour Notification	Office of Emergency Services	As soon as possible, but not later than 2 hours after becoming aware of the SSO	Telephone – (800) 852-7550 (obtain a control number from OES & name of contact)
	Local Health Department	As soon as possible, but not later than 2 hours after becoming aware of the SSO	Telephone – (408) 918-3400 or (408) 202-3382, Ben Gale, Santa Clara County Health Department
	Region 2 Water Board	As soon as possible, but not later than 2	Region 2 24 hour Spill Hotline – (510)

City of San Jose
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		hours after becoming aware of the SSO	722-2369
2. 24 Hour Certification	Region 2 Water Board	As soon as possible, but not later than 24 hours after becoming aware of the SSO	Electronic: www.wbers.net
3. State Reporting	State Water Board	Initial Report within 3 business days, final report within 15 calendar days after response activities have been completed	Electronic (only) to CIWQS

Contacted agencies may send out representatives to scene. Maintain accurate records of names and agencies responding. Get business cards if possible. Make note of the control number from the Office of Emergency Services.

12. In case of fish kill, contact the California Department of Fish and Game
 - i. Larry Wade 1-510-377-3119 or 1-510-792-0222. Give information from the SSO report. They will ask for control number from Office of Emergency Services. Obtain name of person spoken with. Warden will respond to scene.
13. Contact Environmental Services @ 277-5700 or 945-5300. Advise them of spill. Use Dispatch (ext. 5411), or SJ20 (ext. 8956) if after hours to contact Duty Supervisor.
14. Agencies contacted may want cleanup conducted in a certain way.
15. Check progress and monitor crew's efforts. Insure that the directions of any agencies are being followed. Do your crews require more personnel and equipment?
16. Take pictures of all posted warning signs and note their locations.
17. Once clean up has been completed, you have five working days to file a written report to the California Regional Water Quality Control Board
2. (Michael Chee). Fax number 1-510-622-2333.

Written Report

The follow-up written report shall include all of the above information in addition to agency contacts made during the initial notification, a detailed description of the cleanup actions and repairs taken or in process, and a description of actions that will be taken to minimize or prevent future spills. (SEE ATTACHED SAMPLE REPORT.)

Cleanup Response and Warning Sign Posting:

Dry Weather Conditions:

1. **Warning Signs:** Signs warning the public of a sewage release should be posted in the affected area. Signs should include, at a minimum, the wording of “raw sewage.” These signs can be obtained at the West Yard – Section 73 line cleaning crew and Section 72 Pump crew. They will also be at the Mabury Yard – Section 71 line cleaning crew and Section 74 swing shift sewer crew. In the event that a sign needs to be posted immediately and one is not readily available, a sign can be hand written and posted until it can be replaced.
2. **Warning Sign Removal:** Warning signs should remain posted until County Health or Regional Board staff authorizes their removal, or until receiving water sample results indicate background levels (levels as determined by upstream samples) have been attained.
3. **Sewage Flow Containment:** All sewage flows should be contained and diverted to the nearest sanitary sewer or removed by vactor truck.
4. **Sewage Solids Cleanup:** After the flows have been stopped and repairs made, rake and/or vactor up the sewage solids.
5. **Cleanup Flushing:** The affected area should be flushed with clean water. All flush water should be contained and subsequently pumped to the nearest sanitary sewer or removed by vactor truck. Cleanup flushing should be done only with clean water. Disinfectants should not be used due to their toxicity to fish and wildlife.
6. **Receiving Water Sampling:** If the spill or overflow volume exceeds 10,000 gallons, sampling should be conducted both upstream and downstream of the point where sewage has entered the receiving water. Samples should be analyzed for Fecal Coliform, Dissolved Oxygen and Ammonia Nitrogen.

Wet Weather Conditions:

The response cleanup and warning sign posting procedures given above for Dry Weather Conditions should be followed, except that steps 5 and 6 (Flushing and Sampling) may be omitted if storm waters are high and sampling is impractical.

If you have any questions about these procedures, please contact Michael Chee at 1-510-622-2333.

Sincerely,
South Bay Watershed Management Division

Summary:

All SSOs are reported on the State of California Waterboard’s Sanitary Sewer Overflow eReporting Program (<http://ciwqs.waterboards.ca.gov/>). All SSOs under 1000 gallons are to reported within ten (10) working days. The field supervisor is responsible for

reporting SSOs over 1000 gallons; Philip Lee, DOT Associate Engineer, will be responsible for reporting all SSOs.

STANDARD OPERATING PROCEDURE – SEWER INTRUSION INTO A PRIVATE RESIDENCE OR BUSINESS.

Policy

The Department of Transportation (DOT) and the City of San Jose will take all reasonable measures to insure the habitability of a residence or business should there be an intrusion of sanitary sewage into the building caused by a blockage of a City's sanitary main. Departmental personnel shall perform clean up operations in accordance with Departmental guidelines and procedures. In the event that additional cleaning operations or temporary living accommodations are required, the assigned City Attorney Investigator will make the authorization. If an Investigator is unavailable, the DOT Duty or on-call Supervisor can make the authorization as specified below.

I. Operating Procedure (Response) Upon notification of a sanitary sewer main blockage with an accompanying back up onto private property, the DOT or Fire Dispatcher will make the following notifications:

- If a Sewer Response Unit is on duty, it will be dispatched immediately to the event site and will take appropriate measures to remove the blockage from the City's main. The Unit Supervisor or the DOT Duty Supervisor will also be notified at the same time.
- If a Sewer Response Unit is not available, the City Dispatcher will notify the Unit Supervisor or DOT Duty Supervisor. The responsible Supervisor will make the necessary calls to assemble a clean up crew and will have the crew respond with equipment to the work site.

II. Operating Procedure (Clean up) The Sewer Response Unit will perform clean up operations consisting of, but not limited to, collection of solid waste material (if any), removal of standing fluids, extraction of fluids from carpets (in place) and flooding in the effected areas.

- Prior to responding to the work site, the clean up crew will gather the appropriate tools and equipment, along with the supply trailer containing the necessary clean up supplies.
- Once the clean up crew arrives on site, members will determine the extent of the damage and complete the DOT Sanitary Sewage Back-Up-Log.
- The clean up crew will remove any sanitary sewer debris introduced into the building, vacuum up any standing fluids on the floor, extract fluid from the

carpets (if needed), mop all impacted floors with pine oil or equal and set fans in the affected area to aid in the drying of the carpets.

- Assist the resident in removing any **portable** belongings or furnishings (i.e. Towels, chairs, throw rugs, etc) and place them outdoors or as directed by the resident.
- When a line blockage causes an overflow onto private property, an information packet (City claim form and other useful info.) prepared by the City Attorney's Office should be left with the resident.
- If the City's Claims Adjuster is present and authorizes removal of furniture items or carpets/padding, the crew is to remove the items.
- If the City's Claims Adjuster is not present, crews are **not** to remove any attached /permanently installed items (i.e. carpets, drywall/sheetrock baseboards, counters, etc). If there is a question of whether an item is attached /permanently installed, it is **not** to be removed.
- When clean up is completed, the crew leader is to contact the resident or business owner to confirm that the work has been done in a satisfactory manner. The crew leader is also to explain that if the resident wishes to seek damages from the City, he/she is to contact Jim Brennan, Senior Claims Adjuster at (408) 277-2434 from 7:00am to 5:30pm.
- The following work day, the DOT Duty Supervisor in charge of sanitary sewer line cleaning for that section of the City is to dispatch a line cleaning crew to reclean that segment of sewer in which the blockage occurred, as well as investigate the nearby segments to determine if cleaning adjoining segments is required.

Special Circumstances/ Accommodations. Should the Unit Supervisor or DOT Duty Supervisor determine that the scope of the work is beyond the Sewer Response Unit's capacity, or the resident or owner feels that the clean up efforts are not sufficient and/ or temporary living accommodations are necessary, the following will apply:

- If the owner wishes to relocate to a motel, then the Unit Supervisor or Duty Supervisor should immediately contact a City Attorney Investigator.
- If a City Investigator cannot be reached, then the responsible Supervisor may authorize a one (1) night stay at a hotel of the owner's choice (not to exceed \$150.00 per night) if the Supervisor believes such accommodations are necessary.
- A City Attorney Investigator should then be contacted as soon as possible (within a 12 hour period) to address any additional services and/or accommodations.

- If the Duty Supervisor does not believe that relocation is necessary, the resident should be informed that the City will not guarantee reimbursement of expenses and a claim will have to be filed with the City Clerk's Office.
- A City Attorney Investigator will then determine if the City will honor the claim for overnight expenses.

Confidential

The following City Attorney Investigators may be contacted at the private telephone numbers listed below on weekends and/or during nonbusiness hours on weekdays (between 5:00 p.m. and 7:30 a.m.) when Department of Transportation personnel requires their assistance at a sewer back-up:

- Cinda McCann: Home (xxx) xxx-xxxx
Pager (408) xxx-xxxx
- Alex Davis: Home (xxx) xxx-xxxx
Pager (408) xxx-xxxx

Please note that these telephone numbers are not to be released to the public. These investigators will respond to such calls when available. Please try to rotate your requests between investigators whenever possible.